### JAMES CARTER 17 Willow Close Nottingham NG5 1JL

**t:** 07891 654321 jamescarter@email.com

### SKILLS

**Leadership & people Management:**

Skilled at leading and developing teams, fostering a culture of accountability, and driving staff engagement.

**Sales & target Achievement:**

Proven ability to surpass sales goals through effective merchandising, promotional planning, and customer-focused strategies.

**Operational efficiency:** Expertise in streamlining operations, managing stock control, and optimising store layouts for maximum productivity.

**Customer service excellence:**

Committed to delivering top-tier service, andenhancing customer satisfaction.

### PROFILE

Experienced **Assistant Store Manager** with **4+ years** of hands-on retail management experience. Successfully **led teams** of **20+ staff**, improved sales performance by **15%** year-on-year, and enhanced operational processes by implementing a streamlined scheduling system that reduced absenteeism by **25%**. Skilled in **team development**, **customer service management**, and **stock control**, consistently achieving and exceeding company targets.

### WORK HISTORY

#### ASSISTANT STORE MANAGER RetailCorp Ltd, London *June 2019 – Present* <https://www.freecvdownload.com>

* Led a team of 20+ staff members, ensuring high performance and continuous development through regular training and coaching.
* Increased store sales by 15% year-on-year through strategic merchandising and effective customer engagement.
* Managed all aspects of store operations, including stock control, budget management, and customer service standards.
* Implemented a new scheduling system that improved staff availability and reduced absenteeism by 25%

#### **SHIFT SUPERVISOR** SuperMart, Manchester *January 2016 - May 2019* <https://www.freecvdownload.com>

* Supervised a team of 12 in a high-traffic store, ensuring smooth daily operations and exceptional customer service.
* Coordinated daily deliveries and managed stock replenishment processes, reducing out-of-stock occurrences by 30%.
* Recognised as ‘Employee of the Quarter’ for consistently exceeding performance targets and demonstrating leadership potential.

#### **LINE MANAGER** RetailZone, Birmingham *August 2014 - December 2015*

* Led a team of 8 staff members, ensuring productivity and maintaining high store standards.
* Conducted staff training sessions, resulting in a 20% increase in overall team efficiency.

### HOBBIES

**Fitness enthusiast:**

I regularly participate in team sports and outdoor activities, promoting a healthy and energetic lifestyle.

**Community volunteering:** I am an active volunteer in local charity fundraising events, demonstrating commitment to community development.

**Personal development:**

I am passionate about leadership and business development, frequently attending workshops and reading industry-related literature.

### QUALIFICATIONS

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<https://www.freecvdownload.com>

* **Level 3 Diploma in Retail Management**  
  Retail Training Institute, 2018 <https://www.freecvdownload.com>
* **GCSEs:** 8 GCSEs including Mathematics and English, Grade A-C

### TRAINING COURSES

* **Advanced Retail Leadership Program** – Retail Academy, 2018
* **Customer Service Excellence Workshop** – Retail Success Institute, 2017
* **Inventory Management & Stock Control** – Logistics Training Hub, 2016

### REFERENCES

**Jane Mitchell - Regional Manager**

RetailCorp Ltd <https://www.freecvdownload.com>

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**Mark Thompson - Store Manager**

SuperMart

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